071 - PLANNING & DEVELOPMENT SERVICES

Operational Summary

Agency Description:

The Planning and Development Services Department (PDSD) is a team of dedicated professionals who serve the planning and development entitlement requirements of private and public project applicants within unincorporated areas. Our planners, engineers, technicians, and administrative support personnel serve both the current and, through stewardship of the physical environment, future residents of Orange County.

At a Glance:

Total FY 2000-2001 Actual Expenditure + Encumbrance:	8,680,207
Total Final FY 2001-2002 Budget:	11,925,236
Percent of County General Fund:	0.55%
Total Employees:	93.00

Key Outcome Measures:

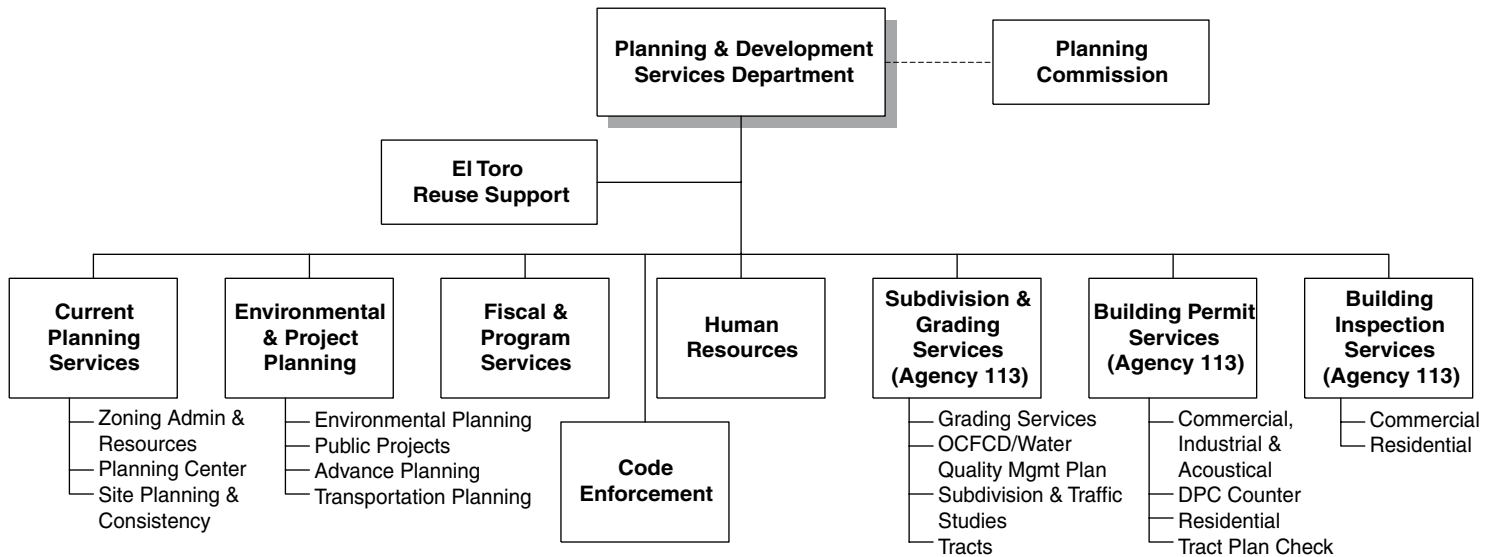| Performance Measure	FY 2000-2001 Results	FY 2001-2002 Target	How are we doing?
RECEIVE BOARD OF SUPERVISORS APPROVAL OF GENERAL PLAN AND ZONING CODE UPDATE. **What:** The General Plan serves as the jurisdiction's "constitution" as far as development is concerned. **Why:** Guide future physical development of the County.	All General Plan elements except Housing are complete. Latest Zoning Code update is complete.	Complete Housing element update by April 2001. Continue periodic updates of the Zoning Code as necessary.	Excellent, as the General Plan and Zoning updates were completed.
ACHIEVE 95% CUSTOMER SATISFACTION RATING BY AUGUST 2001. **What:** PDSD is currently investing in Intranet Development Processing Center Customer Service Evaluation. **Why:** This indicator determines how well PDSD is serving public/development community clients.	95% Customer satisfaction rating achieved in latest survey.	Continue to survey Customer Satisfaction and strive for 95% rating level.	On target for measurement outcome in August 2001.
ESTABLISH A STANDARDIZED PDSD PROFESSIONAL DEVELOPMENT PROGRAM FOR DEPARTMENT STAFF BY JUNE 2001. **What:** Hands on weekly Microsoft Office Suite 2000 training - Word, Excel, PowerPoint, Outlook & Access. **Why:** Training is key to improving employee efficiency & realizing goals set in PDSD's Business Plan.	Board of Supervisors authorized funding for help desk (including training coordinator) on December 5, 2000.	Recruit and hire training coordinator by end of first quarter 2001.	Computer training is in progress; overall classes are at maximum capacity.
IMPLEMENT INTERNET/INTRANET COMPUTER LINK WITH PFRD & OCFA BY OCTOBER 2001. **What:** Implement connectivity to the County's ATM network. **Why:** Allow PDSD to substantially improve communications & services with agencies/ depts. & the public.	50% of all servers are located on new PDSD infrastructure.	Complete server & clients split from PFRD network by end of first quarter 2001.	Excellent progress as ATM network infrastructure is accomplished and Phase III is on schedule.

Key Outcome Measures: (Continued)

Performance Measure	FY 2000-2001 Results	FY 2001-2002 Target	How are we doing?
COMPLETE PLANNING & DEVELOPMENT SERVICES DEPARTMENT 1999-2000 ANNUAL REPORT BY APRIL 2001. **What:** PDSD's annual report outlines the organization's financial & corporate conditions. **Why:** To convey PDSD's business history to clients and with emphasis on the people, the land, the future.	Report is completed.	Annual Report completion by March 2001.	On schedule for publication and placement on PDSD's Intranet and Internet sites for access by the public at large.
COMPLETE PDSD LINKAGE STUDY. **What:** To identify & recommend improvements to relationships between PDSD & other County Agencies/Depts. **Why:** Allow PDSD to ensure the systematic, planned development of Orange County.	Retain outside consultant to identify and recommend improvements to existing relationships between PDSD and other County departments.	Report completion by April 2001. Immediate implementation of recommendations.	Excellent progress. Study almost completed. Immediate implementation of all recommendations.
PROVIDE GREATER LEVELS OF POLICY AND INTRA-DEPARTMENTAL COORDINATION DIRECTION. **What:** To provide PDSD with greater levels of policy & intra-departmental coordination. **Why:** To ensure the systematic, planned development of Orange County.	As approved by the Board of Supervisors on 11/29/00, hire an Assistant Director to better serve PDSD's administrative needs.	Recruit and hire an Assistant Director by April 2001.	PDSD hired and recruited an Assistant Director in March 2001.
CONTINUE TO PARTICIPATE IN COUNTY'S COMMUNITY REVITALIZATION EFFORTS. **What:** To focus on community revitalization efforts in unincorporated communities. **Why:** To implement an innovative program to meet needs of County residents.	Provide support to CEO on Community revitalization planning in the unincorporated target areas.	Successful completion of all CEO-assigned Community Revitalization projects.	PDSD responded to Community revitalization efforts by establishing a Community Action Team Action Plan. The first phase of Community Action Team implementation consist of relocating several members of code enforcement section to our Santa Ana office thus creating North and South County teams.

Fiscal Year 2000-01 Key Project Accomplishments:

- Successfully implemented all Performance Incentive Program (PIP) and the Management Performance Plans (MPP) for PDSD.

- Successfully migrated the Help Desk, Expediter, and Job Code Systems from PFRD to PDSD.

- Establishing a separate PDSD Network by June 2001, which includes tie-in to the County's ATM/Extranet to improve security and separate Intranet applications and exchange server from PFRD network.

- PDSD Online Services via Automated Permitting & Planning System (APPS):

- Orange County Planning Projects; Code Enforcement Online Complaint Submittal; Permit Fee & Deposit Estimator; Virtual Development Processing Center; and Permit Inspecting and Request Processing.

- Completed the purchase of three new vehicles for Code Enforcement Officers.

- Implemented emergency wireless communication devices for PDSD Managers and Field Inspectors.

Organizational Summary

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                        │ Planning & Development│ - - - - - │    Planning      │
                        │  Services Department  │           │   Commission     │
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                  ┌──────────────────┐
                  │   El Toro        │
                  │ Reuse Support    │
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Current Planning Services	Environmental & Project Planning	Fiscal & Program Services	Human Resources	Subdivision & Grading Services (Agency 113)	Building Permit Services (Agency 113)	Building Inspection Services (Agency 113)
— Zoning Admin & Resources — Planning Center — Site Planning & Consistency	— Environmental Planning — Public Projects — Advance Planning — Transportation Planning	**Code Enforcement**		— Grading Services — OCFCD/Water Quality Mgmt Plan — Subdivision & Traffic Studies — Tracts	— Commercial, Industrial & Acoustical — DPC Counter — Residential — Tract Plan Check	— Commercial — Residential

DIRECTOR'S OFFICE - Planning & Development Services Department's Director, Assistant Director and secretary comprise this division. Each division manager reports directly to the PDSD Director. This relationship allows for greater accountability of the management team in implementing applicable department goals and objectives.

CURRENT PLANNING SERVICES - Processes discretionary permits and zone changes for privately initiated development projects, coordinates public hearings for zoning administrator and planning commission, and enforces County's land use regulations. Provides staff support for the Development Processing Counter and administers County's resource management program which includes the Natural Communities Conservation Program.

PLANNING COMMISSION - Provides clerical support to the Planning Commission.

EL TORO REUSE - This section in Planning Development Services Department provides support to the El Toro Master Development Program.

ENVIRONMENTAL/PROJECT PLANNING - Maintains the County General Plan, prepares community, specific and area plans, prepares and reviews Environmental Impact Reports. Coordinates implementation activities for Orange County Development Agency - Santa Ana Heights, provides transportation planning and implements the County Growth Management Program. Also assists in processing annexation requests and gathers and reports County demographics data.

CODE ENFORCEMENT - Facilitates the enforcement of Titles 2,3,4,6 and 7 of the Orange County Codified Ordinance (OCCO) and a resolution establishing a schedule of fines for Grading code violations. Also issues Civil Citations that impose fines upon persons who violate the Orange County Codified Ordinances.

FISCAL & PROGRAM SERVICES - Provides quality services and support functions to all PDSD divisions and clients, including budget and financial services, payroll, building maintenance, records management, banking functions, information technology, and purchasing. In an effort to improve the reporting organization structure information, the agency-wide shared services were incorporated into this activity.

HUMAN RESOURCES - Provide employees with professional and technical service and guidance. In addition, to ensure the hiring and retention of employees who view the County of Orange as a challenging career opportunity.

Ten Year Staffing Trend:
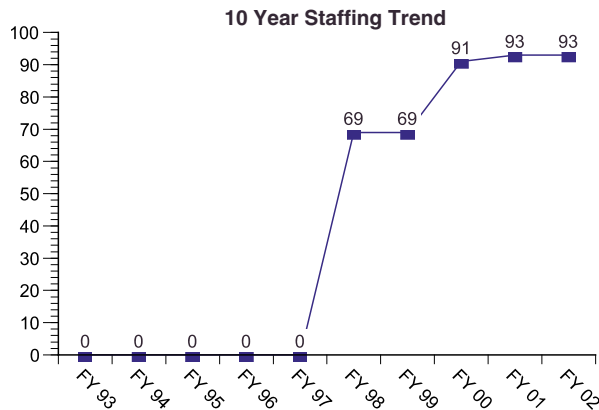
Ten Year Staffing Trend Highlights:

■ Planning & Development Services Department (PDSD) was established on November 19, 1996 in accordance with Board Resolution No. 96-825. The staffing change from FY 1998/99 to FY 1999/2000 is due to the addition

of Code Enforcement Section (7), Human Resources and Fiscal & Program Services Division (15). Per Board Directive on June 5, 2000, PDSD's FY 2000/2001 Budget was augmented by an additional $200,000 and (2) positions to address code enforcement demands / needs in the County.

Budget Summary

Plan for Support of the County's Strategic Priorities:

Consistent with the PDSD Strategic Plan to assist the County with incorporations, continue EIR Preparation, Code Enforcement, continue APPS implementation, support for regional planning efforts, and ongoing implementation of the Performance Incentive Plan (PIP).

Changes Included in the Base Budget:

PDSD Net Cost is 1% of total financing and under CEO target.

Final Budget and History:

Sources and Uses	FY 1999-2000 Actual Exp/Rev(1)	FY 2000-2001 Final Budget	FY 2000-2001 Actual Exp/Rev(1)	FY 2001-2002 Final Budget	Change from FY 2000-2001 Actual	
					Amount	Percent
Total Positions	N/A	93	N/A	93	93	0
Total Revenues	5,455,585	8,076,760	6,666,210	8,803,827	2,137,617	32
Total Requirements	7,580,529	11,122,648	8,698,726	11,925,236	3,226,510	37
Net County Cost	2,124,944	3,045,888	2,032,516	3,121,409	1,088,893	54

(1) Amounts include prior year expenditures and exclude current year encumbrances. Therefore, the totals listed above may not match Total FY 2000-01 Actual Expenditure + Encumbrance included in the "At a Glance" section.

Highlights of Key Trends:

■ PDSD's partnership with the Clerk of the Board on implementing the Board's Agenda Item Pilot Project - Comprehensive Agenda Management System (CAMS) expected to be on-line and tested beginning in April 2001.

■ Continued development of PDSD Intra/Internet web-sites to make the Internet Web Page a "portal" to PFRD, Fire Authority, Assessor, and HCA.

■ Automated Permitting & Planning System (APPS)- completion of Phase III by October 2001 as approved by Board of Supervisors on October 5, 1999.

■ Established a Training Coordinator consistent with the Business Plan to create and implement end user and support staff training program for PDSD desktop computer applications.

■ Implementation of PDSD's Virtual Intellitime System independently on-line via PDSD's Intranet.

■ Equipment Obsolescence Plan - to guarantee current desktop technology for all PDSD employees.

■ Windows 2000 Implementation and Migration.

Budget Units Under Agency Control

No.	Agency Name	DIRECTOR'S OFFICE	CURRENT PLANNING SERVICES	PLANNING COMMISSION	EL TORO REUSE	ENVIRONMENTAL/ PROJECT PLANNING	CODE ENFORCEMENT	FISCAL & PROGRAM SERVICES	HUMAN RESOURCES	TOTAL
071	PLANNING & DEVELOPMENT SERVICES	523,549	2,429,591	109,623	367,661	2,023,615	918,753	5,261,895	290,549	11,925,236
113	BUILDING AND SAFETY	19,237,808	0	0	0	0	0	0	0	19,237,808
140	AIR QUALITY IMPROVEMENT	334,423	0	0	0	0	0	0	0	334,423
	Total	20,095,780	2,429,591	109,623	367,661	2,023,615	918,753	5,261,895	290,549	31,497,467